

8 Consumer Complaint Investigation

What complaints are investigated?

The DMV investigates citizen complaints against motor vehicle manufacturers, distributors, dealers, and salvage dealers for violations related to:

- advertising
- sales practices
- product quality or representation
- warranty service

How are complaints filed?

Citizens generally contact the Consumer Assistance Hot Line at (608) 266-1425. DMV consumer specialists advise citizens of pertinent regulations. When appropriate, they will mail a complaint form for completion, return and investigation.

Is there a fee for filing?

There is no fee for DMV complaint mediation activities.

How are complaints handled?

DMV categorizes the nature of the complaints and enters them into a shared computer file with the state Department of Agriculture, Trade and Consumer Protection. Field investigators or consumer specialists investigate and mediate complaints depending on whether an on-site inspection is necessary.

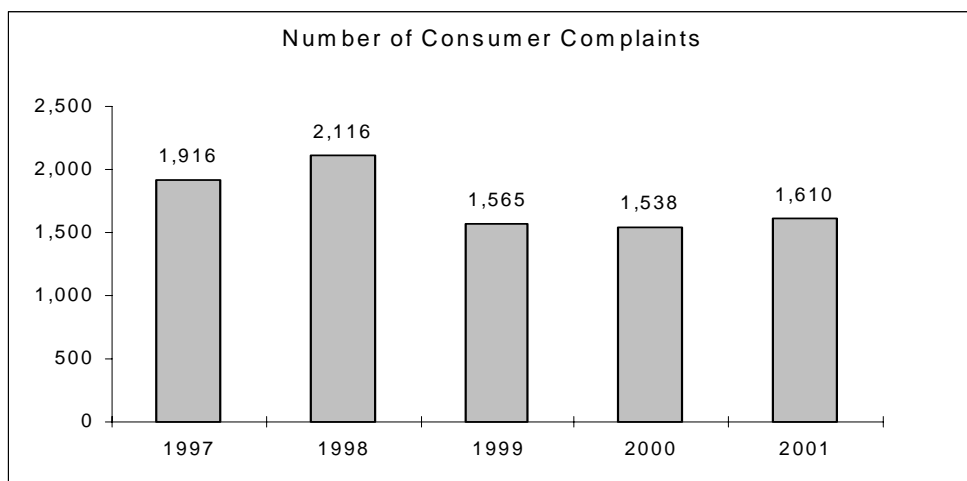
What are the results of investigations?

Complaint resolution is usually achieved through informal mediation. Wisconsin consumers receive over \$1,500,000 back annually in the form of cash adjustments, free or discounted repairs, buy-backs, and refunds. Investigations may also result in the following disciplinary actions:

- advisory letter
- formal warning letter
- court action
- civil forfeiture
- administrative special order
- dealer license denial, suspension or revocation

For more information contact:

Bureau of Vehicle Services
Customer Service Unit
(608) 266-1425
dealers.dmv@dot.state.wi.us



Source: Consumer Assistance Unit Work Statistics